5W.01202008.027 W.01703A.08.0227

anco

ORIGINAL

ARIZONA CORPORATION COMMIS UTILITY COMPLAINT FORM

| Investigator: | Al Amezcua |
|---------------|------------|
|---------------|------------|

Phone

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72854

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Susan G

Porter

Account Name:

Susan G Porter

Home:

Street:

Work: (000) 000-0000

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Arizona C

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227

W 01303A-08-0227

To: Arizona Corporation Commission

1200 W. Washington Street Phoenix, AZ 85007

From: - Susan G Porter

K . 1 5 177hi

DOCKETED BY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left a detailed voice mail message for Ms. Porter advising her that the Arizona Corporation Commission was in receipt of her letter. Her comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. CLOSED. *End of Comments*

Date Completed: 11/7/2008

SW.01707A.08-021

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua Phone: Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 72853 Date: 11/7/2008

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First: Last:

Complaint By: Mark Elder

Account Name: Mark & Lynn Elder Home:

 Street:
 Work: (000) 000-0000

 City:
 Fort Mohave
 CBR:

City:Fort MohaveCBR:State:AZZip: 86426is:

<u>Utility Company.</u> Arizona - American Sewer Company

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

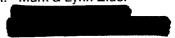
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Mark & Lynn Elder



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left a detailed voice mail message for Mr. Elder advising him that the Arizona Corporation Commission was in receipt of his letter. His comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. CLOSED.
End of Comments

Date Completed: 11/7/2008

SW/01707A /08 0127 W. 01707A 08 0 201

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

No. 2008 - 72851

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Duane

Gayer

Account Name:

Duane Gayer

Home: (000) 000-0000

Street:

Opinion

Work: (000) 000-0000

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Contact Phone

Nature of Complaint:

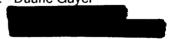
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Duane Gayer



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

33 houses are build in Fairway Estates. Out of 585 thouse sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08

November 7, 2008

Duane Gayer 1939 Leisure Ln Fort Mohave, AZ 86426

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.



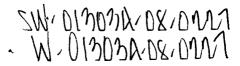
Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua Public Utilities Consumer Analyst II Utilities Division *End of Comments*

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72849

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Arturo

Vigil

Account Name:

Arturo & Esther Vigil

Street:

Work: (000) 000-0000

Home

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

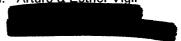
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Arturo & Esther Vigil



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

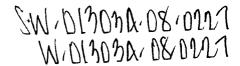
Utilities' Response:

<u>Investigator's Comments and Disposition:</u>

11/07/08 Spoke with Mr. Vigil and advised him that the Arizona Corporation Commission was in receipt of his letter. His comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. He appreciated the call and was happy to hear that we received her letter. CLOSED.

End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72850

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Chris

Clark

Account Name:

Chris & Olive Clark

Home:

Street:

Work: (000) 000-0000

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

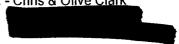
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Chris & Olive Clark



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

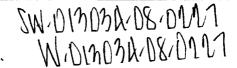
Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 Spoke with Mr. Clark and advised her that the Arizona Corporation Commission was in receipt of his letter. His comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. He appreciated the call and was happy to hear that we received her letter. CLOSED.

End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Work: (000) 000-0000

Priority: Respond Within Five Days

Opinion

No. 2008 - 72852

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Carolen

MacCarthy

Account Name:

Carolen MacCarthy

Home:

Street: City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Carolen MacCarthy



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

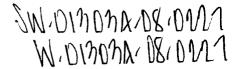
We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left a detailed voice mail message for Ms. MacCarthy and advised her that the Arizona Corporation Commission was in receipt of her letter. Her comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. CLOSED.
End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72846

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Steve

Miller

Account Name:

Steve and Lori Miller

Street:

Work: (000) 000-0000

Home:

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

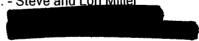
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Steve and Lori Miller



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left a detailed voice mail message for Mr. Miller advising him that the Arizona Corporation Commission was in receipt of her letter. His comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. CLOSED.
End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72848

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

David F

Chant

Account Name:

David F. Chant and Kathryn E. LeVan

Home: (000) 000-0000 Work: (000) 000-0000

Street:

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

<u>Utility Company.</u>

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

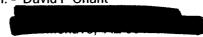
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - David F Chant



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

A houses are build n Fairway Estates. Out of 585 house sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08

November 7, 2008

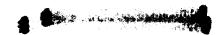
David F Chant 1960 Havasu Lake Dr Ft. Mohave, AZ 86426

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.



Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua Public Utilities Consumer Analyst II Utilities Division *End of Comments*

Date Completed: 11/7/2008

SW, 01703 &, 08, 0217 W. 01707 & 08/0W1

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72847

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Raymie

Stewart

Account Name:

Raymie & Grace Stewart

Street:

Home:

Work: (000) 000-0000

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

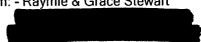
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Raymie & Grace Stewart



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices. *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 Left a detailed voice mail for Ms. Stewart advising her that the Arizona Corporation Commission was in receipt of her letter. Her comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. CLOSED.

End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72855

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Walter

Winiarezyk

Account Name:

Walter & Karol Winiarezyk

Home:

Work: (000) 000-0000

Street:

Fort Mohave

CBR:

City: State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

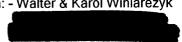
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Walter & Karol Winiarezyk



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left a detailed voice mail message for Mr. Winiarezyk to advised him that the Arizona Corporation Commission was in receipt of her letter. Her comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. CLOSED. *End of Comments*

Date Completed: 11/7/2008

· SW. DIYOYA, D8, D227 W. DIYOYA, D8, D227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72845

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Ed

Donnell

Account Name:

Street:

Ed Donnell & Beverly Lundy

Home:

Work: (000) 000-0000

City:

Fort Mohave

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone

Nature of Complaint:

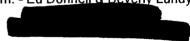
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Ed Donnell & Beverly Lundy



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

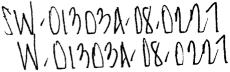
Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 Spoke with Ms. Lundy and advised her that the Arizona Corporation Commission was in receipt of her letter. Her comments regarding the rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. She appreciated the call and was happy to hear that we received her letter. CLOSED.

End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72865

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Chuck

Account Name:

Chuck Ritchies

Ritchies

Street:

Home:

Work: (000) 000-0000

City:

Bullhead City

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Chuck Ritchies



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

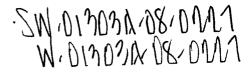
We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I spoke with Mr. Ritchie and advised him that his letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. He appreciated the call. CLOSED.
End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72866

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Marsh

Forchuk

Account Name:

Marsh and Mary Forchuk

Home:

Work: (000) 000-0000

Street:

Bullhead City

CBR:

City: State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

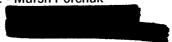
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Marsh Forchuk



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I spoke with Mary Forchuk and advised her that her letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. She appreciated the call. CLOSED. *End of Comments*

Date Completed: 11/7/2008

2M, 012028, 08, 0202 W. 01303A OF DW1

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72864

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Roger

Sunde

Account Name:

Roger Sunde

Home:

Street:

Work: (000) 000-0000

City:

Bullhead City

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

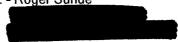
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Roger Sunde



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I spoke with Mr. Sunde and advised him that his letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. He appreciated the call. CLOSED. *End of Comments*

Date Completed: 11/7/2008

· SW 0 (303 /2 ,08,000) W,012028,08,001

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Work: (000) 000-0000

Priority: Respond Within Five Days

Opinion

No. 2008 - 72863

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Juan

Riuas

Account Name:

Juan Riuas

Home:

Street: City:

Bullhead City

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone

Nature of Complaint:

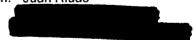
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Juan Riuas



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left Mr. Juan Riuas a detailed voice mail message advising him that his letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. CLOSED.
End of Comments

Date Completed: 11/7/2008

- SW, DINONA OS, DVM W, DINONA OS, DVM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72867

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Eduardo

Nunez

Account Name:

Eduardo Nunez

Home:

Street:

Work: (000) 000-0000

City:

Bullhead City

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

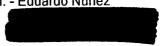
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Eduardo Nunez



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

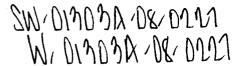
We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left Mr. Eduardo Nunez a detailed voice mail message advising him that his letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. CLOSED.
End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72868

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mark D

Edick

Account Name:

Mark D & Rosella Rd Edick

Home:

Work: (000) 000-0000

Street:

CBR:

City:

Bullhead City

is:

State:

ΑZ

Zip: 86426

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

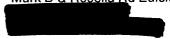
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Mark D & Rosella Rd Edick



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

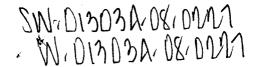
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left Mr. Mark D Edick a detailed voice mail message advising him that his letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. CLOSED.
End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72869

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Jose N

Espadas

Account Name:

Jose N and Lily B Espadas

Home:

Street:

Work: (000) 000-0000

City:

Bullhead City

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

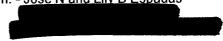
11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

From: - Jose N and Lily B Espadas



Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

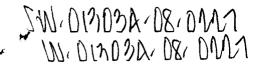
We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I left Mr. Jose N Espadas a detailed voice mail message advising him that his letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. CLOSED.
End of Comments

Date Completed: 11/7/2008



UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Priority: Respond Within Five Days

Opinion

No. 2008 - 72870

Date: 11/7/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Tim

Erick

Account Name:

Tim Erick

Home:

Street:

Work: (000) 000-0000

City:

Bullhead City

CBR:

State:

ΑZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

11/07/08

Mohave Wastewater District

Docket No SW 01303A-08-0227 W 01303A-08-0227

To: Arizona Corporation Commission 1200 W. Washington Street

Phoenix, AZ 85007

From: - Tim Erick

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

UTILITY COMPLAINT FORM

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Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

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It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

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At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/07/08 I spoke with Mr. Tim Erick and advised him that his letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application. He appreciated the call. CLOSED. *End of Comments*

Date Completed: 11/7/2008